

**OFFICE OF THE SPECIAL TRUSTEE FOR AMERICAN INDIANS**  
**CONTINGENCY PLAN Q & A DOCUMENT**  
**APRIL 8, 2011**

We continue to hope that Congress will reach an agreement to avoid a government shutdown, but we are working to prepare for all possible scenarios. The following document provides information regarding the Office of the Special Trustee's contingency plans in the event of a government shutdown.

During the government shutdown, limited services will be available from the Office of the Special Trustee for American Indians for tribal account and Individual Indian Money (IIM) account beneficiaries.

**Will disbursements of trust income continue to be made to beneficiaries?**

Yes, a limited staff will be working to receive trust income and to make disbursements to individual and tribal beneficiaries.

**Will I be able to get questions answered about my trust account?**

The Trust Beneficiary Call Center (TBCC) will be open but there will be a reduced number of staff answering calls. They will answer questions and provide information about IIM and tribal accounts. However, Fiduciary Trust Officers and their staff members will not be available. Responses to questions escalated to these regional contacts will be delayed until OST is fully operational again.

You can call TBCC, toll free, at 1-888-678-6836. Hours of operation are Monday through Friday 7 a.m. to 6 p.m. and Saturday 8 a.m. to noon Mountain time.

**Will I be able to get information about my trust account at my local OST field office?**

No – all OST Fiduciary Trust Offices and Regional Trust Offices will be closed. However, The Trust Beneficiary Call Center (TBCC) will be open although there will be a reduced number of staff answering calls. Staff members will answer questions and provide information about IIM and tribal accounts. Responses to questions escalated to these regional contacts will be delayed until OST is fully operational again.

The TBCC can be called toll free, at 1-888-678-6836. Hours of operation are Monday through Friday 7 a.m. to 6 p.m. and Saturday 8 a.m. to noon Mountain time.

**Will all technology systems with my account information be secure during a shutdown?**

Your account and account information will continue to be secure.

**If I am Indian and have a question about the Cobell Settlement, who should I contact?**

OST is committed to ensuring beneficiaries and class members are directed to the group, organization or persons who can speak, and provide the most accurate information, about the Cobell settlement. Beneficiaries seeking a September 30, 2009, balance, or a copy of their statement for that period should be directed to the OST Trust Beneficiary Call Center

(1-888-678-6836). The TBCC call center is directed to relay the following information to class members who may call seeking other information or assistance.

Garden City Group can be reached at:

Toll Free 1-800-961-6109

Email: [info@IndianTrust](mailto:info@IndianTrust)

Website: <http://www.indiantrust.com/>

Mail may be addressed to:

The Garden City Group, Inc.

Indian Trust Settlement

P. O. Box 9577

Dublin, OH 43017-4877

USA

Plaintiff attorneys are:

Dennis M Gingold and Keith Harper at:

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